

Elizabeth I. Best

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Liz Best is a nationally recognized author, executive coach, speaker and Continuous Quality Improvement (CQI) facilitator. Her work has been featured in local, national print and electronic media (to include TV (CNN) higher education and business newsletters, newspapers and magazines. Her writing, exposes, empowers, motivates and validates a culturally diverse population. She is a ghostwriter, prepares concept papers, policy and training manuals. She is the author of the retention tool for college students, Embracing New Residents and of the motivational book, Maximize your Differences (to be released in June 2003).

She has:

- Facilitated Cultural Diversity & Sensitivity Workshops for the State Employees' Annual Awards and Employee Recognition Conference and has received the Governor's Citation for training excellence.
- Served as a Continuous Quality Improvement Facilitator for the University of Baltimore and evaluated the Training Department program at the Baltimore City Department of Social Services (BCDSS). She was cited in the Agency-wide publication of MD Dept. of Human Resources (DHR) for "cultivating a keener sensitivity for differences" via mandatory workshops she facilitated for approximately 2,600 employees at BCDSS.
- Served as a consultant, executive coach and training facilitator for government agencies and the private business sector to include but not limited to: Bowie State University, Baltimore City Community College, Sojourner Douglass College, Career Communications Group, Triad Business Services, MD Department of Labor, Licensing and Regulations and DHR.
- Served as Media Relations Director and Executive Assistant to the Chancellor of the multi-campus, Community College of Baltimore County (CCBC) System in MD.
- Served as Manager of a non-profit Entrepreneurial Development Institute, a welfare-reform program at the Council for Economic and Business Opportunity (CEBO).
- Received a citation as an Outstanding Young Woman of America. She is a Notary Public, a member of the Maryland's Alternative Mediations and Conflict Resolution Committee, Baltimore Marketing Association, past member of University and College Executive Assistants Association and the Baltimore County's Foster Care Review Board.
- Graduated from Morgan State University where she received her B.S. degree with a concentration in Business Administration, has completed the MD's Management for Results Training Program and was certified as a Continuous Quality Improvement (CQI) facilitator by the Schaefer Center for Public Policy at University of Baltimore.
- Been certified to provide training in several areas to include: Cultural Diversity & Sensitivity, Supervision, Customer Services and Mentoring, Time Management, Conflict Resolution/Mediations, Supervision, Teambuilding, Newsletter Writing, Editing and Design, Entrepreneurship and for Foster Care Programs.
- Been a guest on more than 75 local and nationally-syndicated radio stations in the US as a consumer and business consultant. Provided speeches, is available for keynote addresses and motivational speaking roles.